

**Department of Telecommunications and Energy
Second Set of Information Requests**

**THE BERKSHIRE GAS COMPANY
D.T.E. 03-11**

Date Filed: April 23, 2003

Question

DTE 2-1: Please provide calculations of any potential penalty or offset amount for all SQ penalty measures in which the Company's performance falls within the relevant means and deadbands, if any.

Response: The Company did not have any SQ measures in which the Company's performance fell within a penalty basis but rather had measures that resulted in penalty offsets which are presented below.

2002 Net Transmission and Distribution Revenues = \$27,037,424

Consumer Cases: Observed = 19
Historical Average = 48.9
Std Deviation = 17.9
Therefore, $19 - 48.9 = -29.90$ (use offset calculation)
 $[.25 \times ((19 - 48.9)/17.9)^2] \times 5\% \times \$27,037,424 \times 0.02 = \underline{\$18,860 \text{ offset}}$

Billing Adjustments: Observed = \$0
Historical Average = \$99.68
Std Deviation = \$105.36
Therefore, $\$0 - \$99.68 = -\$99.68$ (use offset calculation)
 $[.25 \times ((\$0 - \$99.68)/\$105.36)^2] \times 5\% \times \$27,037,424 \times 0.02 = \underline{\$6,050 \text{ offset}}$

Lost Time Accidents: Observed = 9.36
Historical Average = 11.33
Std Deviation = 3.02
Therefore, $9.36 - 11.33 = -1.97$ (use offset calculation)
 $[.25 \times ((9.36 - 11.33)/3.02)^2] \times 10\% \times \$27,037,424 \times 0.02 = \underline{\$5,752 \text{ offset}}$

Odor Calls: Fixed Target Benchmark (PP)= 95%
Observed Result (OR) = 99.93%

Therefore, $99.93\% - 95\% = 4.93\%$ (offset calculation)
 $1.00 \times 45\% \times \$27,037,424 \times 0.02 = \underline{\$243,336 \text{ offset}}$

Since no penalties were incurred, the offset calculations do not apply.

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DTE 2-2: Please refer to the Company's Filing at §§ II-3, III-4. Does the number of consumer division cases include only residential customers? If not, please provide information for only residential customers.

Response: No. Of the 19 cases reported, 18 cases are residential. The one commercial case was dated 7/16/02. The Department does not distinguish between residential and commercial customers in its reporting.

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DTE 2-3: Please provide historical data for Accidents pursuant to G.L. c. 164, §94.

Response: The Company has not experienced any incident that occurred within the past 10 years meeting the reporting criteria under Section 95.

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DTE 2-4: For each of the SQ penalty measures, please detail the initiatives the Company has implemented during 2002 to improve its performance.

Response: In 2002, Berkshire, along with its affiliated companies, participated in a review of all areas and processes of the company to evaluate and identify efficiencies with the goal of improving overall company operations. This effort is still underway with improvements in various areas continuing to be implemented, including in areas relating to service quality standards. Future enhancements to company operations are also expected to result in improved performance with respect to the established service measures. The following are specific areas and initiatives that the Company has implemented.

Telephone Response – The Company now posts the monthly SQM results in numerous locations so employees know how their areas performed. This measure is intended to provide an enhanced incentive and greater accountability. The Company also installed a display board in the Call Center showing real time data regarding calls received, calls answered, calls waiting and grade of service. The Company has several meetings during the year with employees to present Company performance year-to-date. Department discussions are conducted on performance, to identify if there are any unusual circumstances that might be affecting performance and to discuss ways to improve performance. The Company continues to review technology to improve telephone response. For instance the Interactive Voice Recognition (IVR) system, which allows customers to call in and interact with a computer, has been expanded to provide budget and account information. This upgrade was intended to make the system more responsive to our customers. Additional features are continually being considered. Currently, the call answering structure has been revised so that calls are handled based on a skillset which allows the more proficient employees in particular areas to be available to handle that type of phone call.

Lost Time Accidents – The Company's safety committee reviews lost time accidents regularly to help determine what caused them and how to prevent them in the future. The Company has initiated accident investigation procedures to help identify cause and prevention measures. Similar to telephone response, information is posted and Company meetings are held to review results. Information regarding number of days since the last lost time accident is posted throughout the company.

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DTE 2-4 (Cont'd.):

Service Appointments Met on the Same Day – As per above, information is posted monthly and Company meetings are held to review results. Data is reviewed monthly, and should there be a situation where it indicated a service appointment was not met on the same day, a meeting with the department and/or the employee(s) directly involved would occur. These meetings assist in identifying whether the appointment was, in fact, met. For example, if the arrival time is entered into the system as military time (i.e. 24 hours rather than 12 hours), it could be inaccurately reported that the appointment was not met in a timely manner.

Consumer Cases – Every contact the Call Center has with the DTE regarding consumer cases is recorded and reviewed monthly. As per above, information is posted monthly and company meetings are held to review results.

Billing Adjustments – As per above, information is posted monthly and company meetings are held to review the results.

Meter Reading – As per above, information is posted monthly and company meetings are held to review the results. Technical reviews are conducted to determine if missed readings are due to failure of equipment, signal strength issues or operating techniques. Corrective actions are implemented if warranted.

Response to Gas Leaks – As per above, information is posted monthly and company meetings are held to review results. Dispatchers and emergency personnel are continually reminded of the urgency to respond as quickly as possible. The Company has done extremely well in this area and anticipates this performance to continue at the reported performance levels.

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DTE 2-5: For each of the SQ penalty measures, please detail any conditions under which the Company operated during 2002 that may have influenced the results the Company achieved.

Response: There were no unusual conditions that the company experienced during 2002 that may have had a material effect on the results the Company achieved.